

# Critical Information Summary

## Go Fone \$74.95 Fixed Line Plan

1<sup>st</sup> May, 2015

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### Information about service

This is a fixed line telephone service with a monthly access fee, available for both residential and business customers. It is not part of a product bundle, and you must arrange/connect your own handset/s.

There is No Minimum Contract term.

The monthly access fee includes GST, Line Rental, calls to Local Landlines, Non-Local/National Landlines, Mobiles and 1800 numbers in Australia. All other calls are charged in addition to the monthly access fee.

### Other important conditions:

- Offer available to approved customers only.
- Services are provided under our Standard Form of Agreement – see our website
- Early exit fees apply (except during any applicable cooling off period).

### Pricing Information:

The minimum monthly charge is the monthly access fee of \$74.95. The maximum monthly charges depend on the number and type of calls made that are not included in the monthly access fee. Calls to 13/1300 numbers are charged at 40c per call untimed. Charges for international calls vary by location – see our website for current details. 1900 and other premium service calls are subject to varying charges – check before dialling.

The total minimum cost is \$74.95 every month for as long as the telephone line is active with us.

The early exit fee (EEF) is \$99.00; where a 30 day written notice for cancellation is not provided.

### Other Information:

To access your updated usage information and other details, call our trained consultants on: 1300 736 475

### Go Fone Customer Care contact details:

Phone: 1300 736 475

Email: [care@gofone.com.au](mailto:care@gofone.com.au)

Fax: 03 9012 4286

Online: [www.gofone.com.au](http://www.gofone.com.au)

Postal: Locked Bag 3, South Melbourne, VIC 3205

Contact hours: **Monday to Friday:** 8am to 7pm (AEST) | **Saturday:** 9am to 6pm (AEST) | **Sunday:** Closed

**Public Holidays:** 9am to 6pm (AEST)

### Internal disputes:

You can access our internal dispute process through any of the Customer Care contact points above, and a summary of our Complaints Handling Process is at:

<http://www.gofone.com.au>

### TIO (Telecommunications Industry Ombudsman) contact details:

Phone: 1800 062 058

Email: [tio@tio.com.au](mailto:tio@tio.com.au)

Fax: 1800 630 614

Online: [www.tio.com.au](http://www.tio.com.au)

Postal: PO Box 267, Collins Street West, VIC 8007.

Contact hours: 9am to 5:30pm (AEST) Monday to Friday